



Get to Know Your Phone

htc one[®] max

My Verizon

You're now connected to Verizon 4G LTE. Lightning fast, Lightning strong. For more information, visit verizonwireless.com/4GLTE.

REGISTER at verizonwireless.com/myverizon, to learn how to use your phone.

- Go to **My Verizon**
- Click on **Support**
- Click on **Get Help with Your**
- Click **Device**
- Click on **Select Another Device**

My Verizon allows you to manage your account, pay your bill, purchase accessories & more.

Assistance is at your fingertips anytime at verizonwireless.com.

Customer Service is at your disposal at **1-800-922-0204** or at any Verizon Wireless Store.

A User Guide is available on demand—simply download one at support.vzw.com/phones or call **1-866-449-8358** to order a copy.

NOTE: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

Phone Features



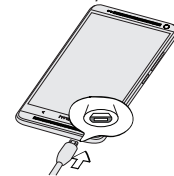
WARNING! Please use only an approved charging accessory to charge your device. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

Non-Removable Battery: Device equipped with internal rechargeable battery. Never attempt to open or disassemble the device yourself, doing so may cause damage that voids your warranty.

Setting Up Your Phone

Charging the Battery

1. Connect the phone to the AC adapter using the USB sync cable.



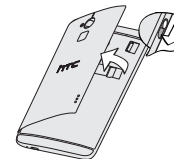
2. Plug the AC adapter into an electrical outlet to start charging.

NOTE: It's important to fully charge the battery before turning on your phone.

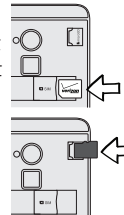
Installing the SIM Card* and the memory card

Your phone comes with a preinstalled 4G SIM Card. You can also use a memory card (sold separately) for added storage.

1. Hold the phone face down.
2. Slide the back cover lock down and then lift the back cover from the side.



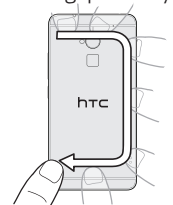
3. Insert the SIM card all the way into the SIM card slot as shown, and then push it until it clicks into place.



4. Insert the memory card into the memory card slot as shown, and push it into place.

5. Align the back cover to the left side of the card slot compartment, and then align the tabs into the slots on the left.

6. Close the back cover and press from the top to the bottom. Make sure that there are no gaps on any side.



*A Subscriber Identity Module (SIM Card) is a "smartcard" that houses personal information, such as your mobile phone number, calling plan, account information, and content, such as contacts, text messages, and call history. The Verizon Wireless 4G SIM Card is compatible with any Verizon Wireless 4G certified device. You can move the 4G SIM Card from one device to another and your wireless service will work seamlessly as long as you have a compatible device and service plan. To see which devices are compatible with the Verizon Wireless 4G SIM Card, visit verizonwireless.com/certifieddevice.

Powering On/Off

Press and hold the **POWER** button for a few seconds until the screen turns on. To turn it off, unlock the screen, press and hold the **POWER** button and then tap **Power off**.

Locking and Unlocking the Screen

To lock the screen, briefly press the **POWER** button. To unlock the screen, briefly press the **POWER** button again, and then drag the lock icon or clock up.

NOTE: If you've set up a lock for your phone, you'll need to provide your credentials or swipe your finger to unlock the phone.

Setup Wizard

When you turn on your phone for the first time, you can set up email accounts, sync contacts that were backed up in the cloud, and more. Simply follow the onscreen instructions to complete the initial setup.

For more information visit verizonwireless.com/smartphones. Click **Support** tab, under **Get Help with Your**, click **Device**, then **Select Another Device** for your phone support.

Backup AssistantSM Plus

Protect your contacts with Backup Assistant Plus. Go to verizonwireless.com/baplus.

Adding Your Google Account

Load your Gmail™, Google™ contacts, and Google calendar events to your phone.

1. With two fingers, swipe down from the status bar to open Quick settings.
2. Tap **Settings** > **Accounts & sync** > **+** > **Google** > **Existing**.

NOTE: If you don't have a Google account, tap **New** and follow screen instructions to create one. You can also create a Google account online at google.com.

3. Enter your email address and password, and then tap **Next**.
4. Follow screen instructions to proceed.

Record your Google account information. Please keep this document in a safe place.

Username: _____@gmail.com
Password: _____

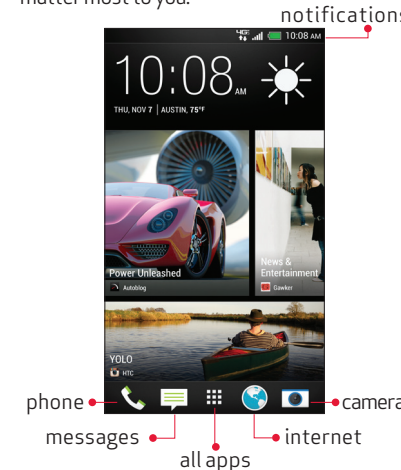
Adding Other Email Accounts

1. With two fingers, swipe down from the status bar to open Quick settings.
2. Tap **Settings** > **Accounts & sync** > **+**, and then tap the type of email account you're adding (for example, **AOL**, **Exchange ActiveSync**, or **Microsoft Hotmail**).
3. Enter your email account information.
4. Follow onscreen instructions.

Start Using Your Phone

Your Home Screen

Your Home screen features HTC BlinkFeed™—a stream of information and updates that matter most to you.



- Tap a tile to view more details or to comment on a post or status update.
- To manually refresh the stream, scroll to the top of the feeds and pull down on the screen.
- Tap the status bar to scroll to the top.
- To choose the feeds to display, on the Feeds panel, swipe right to open the menu, and tap **Topics and services**.

Changing Your Home Screen

Pressing  takes you back to the default Home screen, the HTC BlinkFeed. You can change the main Home screen or hide HTC BlinkFeed.

1. On any home screen panel, pinch two fingers together.
2. Tap the panel you want to set as your Home screen, and then tap **Set as home**.
3. Customize the selected Home screen further by adding widgets, app icons, folders, and shortcuts.
4. Tap  to hide or show HTC BlinkFeed.

Making a Call

On the Home screen, tap , and then do one of the following:

- Dial the number, and then tap **Call**.
- Swipe to the **People** tab, tap the contact you want to call, and then tap a phone number.

Receiving a Call

Tap **Answer** or **Decline**.

Or if the screen is off, it will turn back on and show the lock screen. Drag  or  up the screen to answer or reject the call.

Setting Up Voice Mail

1. On the Home screen, tap .
2. Dial ***86 (*VM)** and tap **Call**. If you hear a greeting, tap **#** to interrupt, and follow the setup tutorial.

Accessing Voice Mail

From your phone—dial ***86** and tap **Call**. When you hear the greeting, tap **#** to interrupt, follow the prompts.

From any phone—dial your wireless number. When you hear the greeting, press **#** to interrupt, follow the prompts.

NOTE: Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial.

Using Visual Voice Mail

View a list of messages without dialing into a mailbox. Listen or erase with the touch of a button.

1. If you are a new Verizon Wireless subscriber, first dial ***86** to set up your voice mail service.
2. On the Home screen, tap  > **Voice Mail** .
3. Tap **OK** on the Visual Voice Mail message, tap **Visual Voice Mail**, and

follow the prompts to download and start using Visual Voice Mail.

Please note that it may take five minutes for Visual Voice Mail to set up. Your password and voice mail messages will be stored on the phone and messages will be available to anyone with access to the phone. To limit unauthorized access to the voice mail, consider locking the phone when not in use. To cancel your Visual Voice Mail service, go to verizonwireless.com/myverizon or contact Customer Service. V Block must be removed to use Visual Voice Mail. Data charges apply only to the application download, which requires approximately 1 MB of data.

Connecting a Bluetooth® Device

1. With two fingers, swipe down from the status bar to open Quick settings.
2. Tap the **Bluetooth** tile to turn Bluetooth on, and then tap .
3. Tap the name of the Bluetooth device in the list. Your phone then automatically tries to pair with the device.
4. If automatic pairing fails, enter the passcode supplied with the Bluetooth device.

About the fingerprint scanner

Quickly unlock your phone and open apps using your fingerprint.

1. With two fingers, swipe down from the status bar to open Quick settings.
2. Tap  > **Fingerprint scan** and follow the onscreen instructions.

Capturing Photos and Videos

With the cutting-edge camera, effects, and scenes, you can capture stunningly clear photos and videos anytime of the day.

And with HTC Zoe™, you can capture memories with sound and watch your photos spring to life.



Taking HTC Zoe Photos

1. On the Home screen, tap **Camera** .
- If the screen is locked, drag  up the screen to launch the Camera app.
2. Tap .
3. Point the camera at what you want to capture, and then tap .

Your HTC Zoe photo is captured when the shutter release button turns red .

Capturing Video

1. On the camera app, point at what you want to record, and then tap .
2. When you're done recording, tap .

Apps & More

Play it up with music, ringtones, wallpapers, apps and games. Keep up with Twitter and Facebook.

Installing Apps

Hundreds of thousands of apps are available to download from **Google Play**.

1. From the Home screen, tap  > **Play Store**  > **Apps**.
2. Navigate or search for the item you want to download and then select it.
3. On the application details screen, tap **Install** (for free apps) or tap the price (for paid apps).
4. Follow screen instructions to download and install the app.

Google Now

Do you want to know the weather or your morning commute time before you start your day? Google Now™ delivers quick and up-to-date information that matters to you—all without the search.

To get Google Now, set up a Google account on your phone, and then swipe up from .

Email

Check email on the go with popular Internet-based email accounts, including AOL® Mail, Gmail, Outlook.com, Verizon.net, and Yahoo!® Mail.

Verizon Tones

Search, preview, purchase and manage ringback tones and ringtones from your favorite artists all in one place.

On the Home screen of your phone, tap  > **Verizon** > **Verizon Tones**.

For more information, go to verizonwireless.com/mediastore.

Media Store

Find apps for entertainment, travel, productivity, navigation, ringback tones, ringtones, games, wallpaper and more. Go to verizonwireless.com/mediastore.

For details and pricing, go to verizonwireless.com.

Data charges may apply.

Mobile Web

Take the Internet on the go. You can reach the latest news, get the weather and follow your stocks. Enjoy HTML5 content and no more panning left and right. The Web browser's text reflow automatically adjusts text to the width of your screen.

On the Home screen of your phone, tap **Internet** .

Scribble

Design photo blogs and greeting cards, or plan your schedule and budget using an assortment of templates. To add personalized content, you can easily access the camera, voice recorder, and calendar right on the app.

On the Home screen of your phone, tap  > **Scribble**.

Verizon SafeGuards

Family and Safety Apps & Services. Get the most robust parental controls. Go to verizonwireless.com/safeguards.

My Verizon Mobile

Use My Verizon Mobile to access your Verizon Wireless account right on your phone. View your call, messaging, and data usage, check and pay your bill, and more.

On the Home screen, tap  > **My Verizon Mobile**.

Global Ready™

Verizon Wireless keeps you connected around the corner and around the world. For up-to-date information on destinations and rates go to verizonwireless.com/tripplanner.

Location Based Services

This phone can determine its location, which is useful for services such as navigation, shopping and weather. For your safety, it's defaulted to only acquire your location when you dial 911. To use Location Based Services, go to Settings, and then tap **Location**.

Your wireless device can determine its (and your) physical, geographical location ("Location Information") and can associate Location Information with other data. Additionally, certain applications, services and programs are capable of accessing, collecting, storing and using Location Information and disclosing Location Information to others. You should use caution when determining whether or not Location Information should be made available to others and you should review any applicable third party policies before providing access. To help limit potential unauthorized access to your Location Information, Verizon Wireless offers various mechanisms and settings to manage access to location data. By enabling location settings you are permitting third party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device or through web access, messaging capabilities or other means and you are authorizing Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled.

VZ Navigator®

Get premium GPS voice navigations and 3D maps with spoken real-time traffic alerts. Find movie times, event info and gas stations. Go to verizonwireless.com/navigator.

Getting the Most of Your Phone

Explore the functions and features of your phone right at the palm of your hand.

On the Home screen of your phone, tap  > **Help**, and then tap **Tips & Help** to download the latest How-tos and Show Me videos.

Tips & Help has all the information you need to make the most out of your phone.

Share Content Using NFC

Near Field Communication (NFC) lets you get things done just by tapping your phone on NFC touchpoints— quickly change your phone settings, for example, or open a website featured on an advertising poster without typing the Web address, and more.

1. With two fingers, swipe down from the status bar, and then tap .
2. Under Wireless & networks, tap **More**, and then tap the **NFC On/Off** switch to turn NFC on.
3. Open the photo, website, or contact you want to share.
4. Place your phone back to back with the other NFC-enabled device, and then tap the screen to share what you're viewing.

Customer Information

Your Wireless Device and Third Party Services

Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this wireless device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this wireless device or any non-Verizon Wireless applications, services and products including any personal information you choose to use, submit or share with others. Specific third party terms and conditions, terms of use, and privacy policies shall apply. Please review carefully all applicable terms and conditions and policies prior to using this wireless device and any associated application, product or service.

Hearing Aid Compatibility Information

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

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